

# TAC MEETING MINUTES

## TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, December 9, 2016  
10:00 AM - 12:15 PM

ARIZONA SUPREME COURT  
Administrative Office of the Courts  
1501 W. Washington  
Phoenix, AZ 85007

Conference Room 230

### MEMBERS PRESENT

Mohyeddin Abdulaziz (*Nate Marler\**, proxy)  
Ron Bitterli (*Ken Troxell*, proxy)  
Nick Felber  
Jennifer Gilbertson (*Tom Carroll\**, proxy)  
Karl Heckart, *Chair*  
Laura Bergan\*  
Randy Kennedy  
Jayne Pendergast  
Kyle Rimel  
Jared Nishimoto\*  
Carlos Solano

### GUESTS

Brad Bundy, *Glendale Muni Court*  
Justin Mayse, *Maricopa Superior Court*  
Ken DeWitt, *Navajo County IT*  
Alex Rodriguez, *Glendale Muni Court*

### MEMBERS ABSENT

Jackie Barrett  
Jay Dennis  
RJ Hurley  
Van Le

### AOC STAFF

Richard Blair, *ITD*  
Stewart Bruner, *ITD*  
Summer Dalton, *CSD*  
Rod Franklin, *ITD*  
Kat Nguyen, *ITD*  
Lou Ponesse, *ITD*  
Jethro Sheridan, *ITD*

\* indicates appeared via telephone

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## WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He welcomed members and then conducted a roll call of those present in the room and on the phone. After confirming that a quorum existed, he requested discussion or a motion regarding the minutes of the October 14<sup>th</sup>, 2016 TAC meeting.

## MOTION

**A motion was made and seconded to accept the minutes of the October 14, 2016 TAC meeting as written. The motion passed unanimously.**

## UPDATE

## INFRASTRUCTURE UPDATE

Lou Ponesse  
Richard Blair

Karl introduced the infrastructure update as a new standing agenda item for TAC meetings. AOC's Manager of Infrastructure Operations, Richard Blair, reported on the progress of moving the statewide e-mail system to Exchange in the cloud and shared some network slowness issues encountered with turning on cache for 30 days of mail following migration. Friday afternoon migration was suggested as a mitigation strategy. Members requested advance notification about counties or courts being migrated to have time to prepare. Exchange 2016 is a prerequisite to the Office 2016 upgrade which will follow completion of all mailbox migrations.

AOC Support Services Manager Lou Ponesse clarified the timing of the Office update cycle versus the Windows Operating System upgrade cycle. AOC has not yet made a decision about upgrading to the Anniversary Build or the Creators Build within the next 7 months, as required by Microsoft. Lou also recapped the list of PCs in the state still not upgraded to Windows 10, mostly for public access and FTR court recording reasons.

AOC Manager of Network Operations, Rod Franklin, provided members with technical details about AOC's selection of the Sophos suite for expanded anti-malware and ransomware protection across the AJIN network. He also shared that the new pricing model covers all equipment under the same username and the vision to eventually test any equipment connecting to AJIN for a particular version of Sophos before continuing. Rod described a multi-month phase-in strategy that involves AOC implementation concurrent with McAfee, full statewide implementation, console consolidation, end-point McAfee replacement statewide, AOC server McAfee replacement, and finally local court server McAfee replacement. In response to a question, Rod described the Sophos Cryptoware solution for stopping ransomware and drive-by malware that executes in memory. Karl relayed Gartner's assessment of the changing paradigm in virus and malware protection strategy.

## REVIEW/ DISCUSS

## COT STRATEGIC PROJECTS REVIEW

Karl Heckart

Karl provided members with very brief status updates on various high priority projects AOC is currently involved with, including:

- 2FID being done with CrossMatch and providing electronic fingerprint equipment to trial courts statewide under a grant from ACJC. The two main phases of the project involve integration with DPS's Morpho fingerprint database and integration with major court

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case management systems (CMSs). The AOC is awaiting funding agreements back from the counties. The grant concludes in June.

- An AZTEC CMS update to support a brand new charge code that must be reported by statute and to accommodate amnesty events at courts in response to legislation.
- Continued development of the general jurisdiction (GJ) 3.9 release to support e-filing, with continued testing on AJACS 6.0 for general rollout next summer.
- Limited jurisdiction (LJ) AJACS CMS rollout progress in Pinal County and preparation for Maricopa County courts, followed by either Yuma or Yavapai County.
- AOC evaluation of a Jury+ kiosk operated by a Microsoft Surface tablet that is being shopped intensively to jury commissioners around the state.
- eFiling's continued slow adoption in Yavapai Superior Court leading to an eventual mandate to e-file. Mohave will follow. AOC has not yet determined which case type will follow civil. Work continues on integration with Maricopa Superior Court and Pima Superior Court into the multi-vendor model. Karl explained why preparation activities are taking so long for Mohave and what is being done to speed the process for subsequent courts.
- JOLTSaz rollout pause while enhancements requested by counties already on the shared system get developed and implemented. Karl mentioned the Commission on Technology (COT) requirement that iCIS-Juvenile in Maricopa feed the statewide database.
- The pending selection of an automated notification system for use with statewide CMSs and some ballpark predictions of the per-message pricing that will likely accompany its use. He also listed court events that would likely trigger communication by default. The system will drive clerks to collect more contact information from court users. Brad Bundy described how Glendale uses custom AZTEC event codes to collect additional contact information to feed their automated notification system.
- eDocument hyperlinking for use with e-filings, driven by the appellate courts' desire to reduce the size of filings. e-Filing systems will function as a trusted identity provider for the system. Karl had planned a demonstration of the technology being employed but Steele Price, AOC's chief architect, was not available for the meeting.
- ERR&D cautious progress being made around the state, now being coordinated by Cathy Clarich of AOC Court Services. AJACS' March enhancement will institute a rolling 30-day queue for clerks to use in marking cases that must be prevented from automated deletion. Karl clarified the method of batch delete being planned for AZTEC. Members discussed what remnant data would be left following delete operations.

## UPDATE

## SECURITY GAP ANALYSIS AND AUDIT REPORTS

Stewart Bruner  
Richard Blair

Staff member Stewart Bruner clarified the two concurrent areas of security work underway – a one-time, catch-up effort focused on the minimum standards table he is spearheading and ongoing network scan activity spearheaded by Richard Blair. These will become inputs for the CyberSecurity Subcommittee's security status report at the COT annual meeting. Stewart summarized follow-up activities before zeroing in on the apparent misinterpretation of the requirement to have a firewall between the court and any outside entities reflected in responses from non-ACAP courts. Karl summarized discussions with city CIOs about the reasonableness

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of the consequential requirement to submit vulnerabilities for all city departments whenever the court resides directly on the city network.

Richard Blair described how results of the initial statewide AJIN network scan are being shared with local leadership and what next steps he is expecting on the vulnerabilities contained in the reports. He explained the categories of entities reported on as well as the categories of critical items contained in each report and how he will be constructing trends over time. The highest vulnerabilities require remediation within 90 days. Rich offered to perform interim scans to provide progress checks as changes are made locally. Non-AJIN entities are under the same requirement to scan whatever network the court resides on at least twice each year.

In response to questions, Karl explained adjustments that will need to be made in communication cycles to court management as assessment reports continue to show vulnerabilities over time and Rod explained the operation of the protected network segment for printers.

Lou Ponesse reported on the success of the myDirectory self-reset effort for passwords in reducing the volume of calls to the AOC Customer Support Center. Lou also described a fallback process that relies on Active Directory details for performing resets where no answers to questions are in place. Instructions for updating Active Directory details will soon be communicated to all employees on AJIN.

As part of the AOC's effort to delete unused login IDs, court leaders will be receiving a list of names scheduled for deletion they can use to indicate accounts that must remain until people on leave for various reasons or pro tem judges can return to work.

## UPDATE

### STATEWIDE ONBASE ADMINISTRATORS' UPDATE

Jethro Sheridan

Jethro Sheridan, AOC's OnBase Administrator, reminded members about the disappearance of OnBase Desktop Client in Version 17. He indicated that the vendor has moved back OnBase 17's release date significantly and AOC is requesting that defects now be addressed in the final release of OnBase 16 to hold to the current upgrade timetable. The document type mismatch defect must be addressed before adoption of any eCourt products from the AOC in counties following Yavapai and Mohave. Karl pointed out that budgeted professional services dollars will need to be expended this fiscal year in counties. Jethro clarified that OnBase 17 will be skipped if the OnBase 16 upgrade is done. The plan remains to upgrade once per fiscal year. Jethro finished by describing the progress of historical document loads from counties.

## DISCUSSION

### TECHNICAL TRAINING CHANGES

Karl Heckart

Karl raised the issue of 6 hours of live, facilitated training on technical subjects rather than general court topics. He asked members their opinion about petitioning the COJET committee to waive the 6 hour limitation for technical staff to enable more online or webinar training for highly technical subjects. Members shared their understanding of the types of training that are allowed by the COJET code section. Stewart emphasized that credit for "on the job" training previously used for technical staff to learn new products has been eliminated. While one member expressed concern about technical staff trying to exempt themselves from requirements, the general consensus of the council was to allow more options for technical training.

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Karl also brought members up to date on Arizona Judicial Council's decision to retain the certification requirements in ACJA § 1-507. AOC is locating trainers and a strategy for enabling technical resources in the rural counties to obtain certifications. A survey will be issued to all paperless and e-filing candidate courts to learn how much training is likely needed for individual administrators to achieve certification. Stewart mentioned an effort to include the certification requirement in the checklist used by AOC's Court Improvement Unit.

## CALL TO THE PUBLIC

Karl Heckart

Hearing no further comments from members or the public, Karl entertained a motion to adjourn the meeting at 12:00 noon.

## Upcoming Meetings:

March 3, 2017

AOC – Conference Room 230

May 5, 2017

AOC – Conference Room 230

## MEETING ADJOURNED

12:00 noon